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BASC News and Views August 2015

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NEWS & VIEWS

Volume 13 Number 1

A Newsletter for BASC Employees and their Families

August 2015

Executive Director's Corner

Welcome Back! I hope everyone enjoyed the warm weather and is ready to start another fantastic year for BASC!

When I started thinking about the upcoming academic year I took some time to reflect on our past accomplishments and instantly felt a great sense of pride - BASC Pride. The source of my BASC Pride is you, our team members. Together we have accomplished many things and it is with pride that I know that this great trend will continue.

Each year we challenge ourselves to set the bar higher, to not only provide our customers with the quality products and customer service they have come to expect, but to make sure that we continue to surprise and delight our customers. **This is who we are and this is what makes BASC great!**

Although there are too many prideful moments to mention, I do want to list

a few of the highlights from this past year and summer:

Our NACUFS customer satisfaction scores increased continuing our trend of being ahead of our industry peers.

Our WOW's were fresh and creative - thrilling our customers and giving our team members a chance to shine.

The renovations in Jitterbugs Café, Harrison, The Square, and the addition of Subway helped to provide our customers with more comfortable and aesthetically pleasing dining spaces and more menu options.

Despite stiff competition our own TRAX Wings won Wing Fest!!!

Catering successfully pulled off a very event filled year from the Homecoming & Family Weekend/Courage Bowl festivities, to numerous Capital Campaign events, and Dr. Halstead's retirement events.



Executive Director Dana Weiss

This summer was one of the busiest the campus has seen in a number of years. Kudos to the Conference and Events team for bringing and managing Special Olympics, C Brand Wrestling, Empire Girls State, and many other camps and groups, all of whom received excellent customer service from BASC and are looking forward to returning next year.

The Office of Conference and Events, with Steve Miller's help, is heading up the implementation of the new campus wide Event Management System which will change for the better the way space reservations and service requirements are managed on campus.

The Bookstore improved their overall customer satisfaction survey scores and enabled students to save \$867,642 this year due to the availability of used

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Serving you best by knowing you first.



NEWS & VIEWS



Our work is important because we have the opportunity to impact those around us each and every day. Often we think of customer service just in terms of our external customers. But really, it encompasses all of those who we interact with on a daily basis.

First and foremost, we influence one another with our daily interactions. By valuing one another, communicating openly and honestly, creating trust, taking pride in our work, continually improving, recognizing the contributions of others, practicing safety, and having fun, we help to create a pleasant and supportive work environment.

We make a wonderful difference in the lives of our customers by providing quality goods at a great value, in-

Special Olympics NY: A Positive Experience for All

It was a BASC team effort hosting the New York Special Olympics on campus June 5 - 7. Whether you work in Conferences & Events or Dining Services, or assisted those departments, it was your dedication and hard work that enabled us to provide these athletes with a wonderful experience. We've received nothing but praise regarding our great customer service!

Many who worked this event felt the positive impact we were making as the athletes and their coaches expressed their satisfaction and gratitude for our efforts. Hold on to that feeling and the knowledge of the difference you can and do make in the lives of our customers each and every day!



Pictured above, Special Olympics athlete with Will Kilburn at The Square.

roducing new products and services, hosting special events and promotions, and by our daily interactions and fostering positive connections. This goes a long way in helping our customers feel satisfied, welcome, and in the case of our students, to feel at home while they're away at college.

As the largest student employer on campus, we impact the lives of our student team members. For many of them, working at BASC may be their first work experience. By being good role models and supporters of our student team members, we can help to provide a positive work environment and overall experience that will serve as a foundation for their future careers.

As members of the BASC team, we

are active in our community. Whether it's the SEFA Campaign, breast cancer awareness, gifts for the Beikirch Nursing Home residents, autism awareness, or the Faculty and Staff Campaign, we make a positive difference in our community.

Throughout the year ahead, we will continue to influence many through our daily activities—one another, our external customers, our student team members, and our community. By nurturing positive relationships we achieve greater understanding and ultimately provide a higher level of service. At BASC we sum that up with our motto: "Serving you best by knowing you first."

Our work matters - keep doing good work!

As we continue our focus on fostering a customer-centered culture, below are some updates for the coming academic year:

Training

Our corporate calendar includes training dates in January for ServSafe, Connection Specialists, and - new this year - Culinary and Safety. These are great opportunities for continued growth and development and participation is encouraged. Please let your supervisor know if you are interested in attending these paid sessions.

Also new this year, all new student team members will now complete a 4-hour Orientation/Work Authorization

Session prior to starting their first shift in a unit. We believe that this will help to provide this group of employees with important work information at the very start to set them up for successful employment with BASC.

Recognition

We will be continuing the Caught in the Act of Caring recognition program this year for part-time, full-time, student manager, professional, and administrative employees. However, nominal gifts will replace the semester drawings for monetary awards. The 5-Star program will continue as the recognition tool in place for student employees and will be administered

by the student managers in collaboration with unit supervisors.

Continuous Improvement

The Continuous Improvement Team (CIT) has served as a great resource for exploring ideas and providing feedback. If you are interested in being a representative for your unit on this team, please speak with your supervisor. The CIT will meet for an hour two or three times per semester.

Communication

Daily Line Ups and the BASC e-news will continue this year. These served as positive communication tools last year and we look forward to their continuation.

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Conferences & Events

The Office of Conferences and Events had a record number of summer programs this year, hosting many groups large and small. Highlights of this summer's many camps and conferences included the 2015 Special Olympics New York Summer Games, three high school commencement ceremonies, various athletic camps, and other exciting summer programs!

We would like to thank the College and BASC teams for their help and support. Without all of you we couldn't have been as successful as we were this summer. It is a pleasure working

alongside such a hard working and talented group of people and we look forward to doing it again next year!

The end of the summer is always bittersweet for the Conferences and Events team as we say goodbye to our amazing summer staff. Thank you to **Brandon Emerick, Chris Carpio, Francisco Tapia, Jaymi Gooden, Kelsey Sherman, Melinda Dixon, and Mijana Coric**. Your hard work and dedication to the team this summer was beyond impressive.

The Conferences & Events Summer

Programs team celebrated at a thank you outing at a Rochester Red Wings game. They enjoyed a beautiful evening, celebrated teamwork, and even caught two foul balls!



*Conferences & Events Student Managers
at Red Wings Game*

ED Corner Continued

and rental textbooks. This figure tops last year's savings by 2.1%.

BASC had 100% participation in this year's Faculty and Staff Campaign.

The number of employees who were "Caught in the Act" continued to grow, proving that pride and delivering top notch customer service is on everyone's agenda.

The Business Office handled the ID process for Freshman Orientation with speed, efficiency, and a smile for every student and parent who visited.

And of course, our Accounting, IT, Maintenance, Marketing, and HR teams continuously work to make sure that all of us have what we need to keep BASC running smoothly, effectively, and fiscally sound.

It's quite a list and surely something to be proud of, especially as we welcome a new class of students, new faculty and staff, and our new President, Dr. Heidi Macpherson to campus.

So as we begin a new year I challenge

each of you to raise the bar once again and to make 2015-16 our best year yet. If you ever need a quick pick-me-up or a reminder as to how important your interactions with our customers are I suggest you read this thank you letter from Stacy Eder, of Special Olympics:

Hello!

I wanted to give you each a special thank you for being so nice to work with - from the initial planning to the fruition - with challenging changes at times. My motto is 'it's not always the situation you find yourself in that counts the most, it's how you handle the situation that matters'. Anytime a change or curve ball came up in any of your roles, you were all able to step in and handle it with grace and efficiency.

A quote from a long time coach says it best: *"The people at Brockport were the kindest most genuine group of people we have encountered at Summer State Games... this was my 26th summer games so I've had a lot to compare them*

with!" This was posted on a Facebook pic I posted and many other coaches chimed in with agreement. Congrats!!

At every turn I not only had someone to assist me, they did it with a smile and a 'no problem'. As the event manager this was magic to my day(s); knowing I had a crew of people who were willing to solve any issue with positive attitudes. I will work with Mark to set up our feedback meeting and I look forward to seeing you all there.

My best to you all, congrats on a great event and thanks again!

Stacy

Here's to our best year yet - Keep up the good work!

With BASC Pride,

Dana

Around the Water Cooler



Administrative Announcements

Welcome to **Sarah Plain** and **Jermaine Toppin** who have officially moved into their office spaces in Brockway!

Congratulations to **Deb Ferris's** son, **JC**, who graduated from Byron-Bergen High School this past June. He started his apprenticeship with the Northeast Regional Council of Carpenters in July.

Congratulations to **Ken** and **Mary Bonczyk** on their newest addition as grandparents. Born a minute apart, twins **Julian** and **Calvin Bonczyk** came into this world on July 22. Julian weighed in at 8 lbs., 19.5" long and Calvin was 5 lbs., 18.5" long.



Bonczyk Twins

Congratulations to **Kelly Bodine**, **Jeff Collins**, and **Elizabeth Morrow** for representing BASC in the Chase Corporate Challenge. It was Elizabeth's first ever 5k accomplishment. You go girl!



Kelly Bodine, Elizabeth Morrow, & Jeff Collins

Denise Putt would like to invite those that are interested to join her and her family in the 8th Annual Ovarian & Gynecological Cancer 5k

(run/walk) at Monroe Community College on Sunday, September 13. Denise will be walking for "Patty's Sunshine Team" in honor of her sister who is battling cancer. Contact Denise if interested. All are welcome!

Bookstore Buzz

The Bookstore would like to remind you that if you purchase any clothing or gifts you will receive a 20% discount at the store for being an employee!

Welcome to our new student manager **Liz Uttaro**. We're excited to have you on board.

Congratulations to our Best Seller **Dallas Armentano** who was just hired in July to be the new Assistant Manager of the SUNY Geneseo Bookstore. Best of luck!

Brockway Blurbs

Congratulations to **Gina Maclaren** who is now a grandma! **Xander Scott Maclaren** was born June 26 at 5 lbs., 11 oz.

Condolences to **Inge Klier-Hinkley** and her husband, **Roger**, on their recent loss.

Harrison Highlights

Harrison would like to thank all full and part-time, and student employees who helped out during contract meal service this summer. Our service is only great because of your support and efforts!

We are excited about the addition of

the new Sante (to your health) station that will be available this fall. This one-stop-shop for customers will offer made without gluten, healthy, wholesome, and vegan options.

Welcome **Brittany Wekenmann**, **Alex Graber**, **Alex Theuman**, and **Curtis Newton** to their new roles within our team!

Congratulations to **Alex Theuman** on his acceptance to MSU for the fall of 2016. He will be concentrating on Accounting/Law. We are proud!

Congratulations to **Carol Beaucaire** on the adoption of her new puppy Harper.

The Square & Cafés Chatter

We wish **Sarah Plain** the best of luck as she moves out of dining and in to Human Resources.

Welcome **Patty Sorel** to The Square as she provides administrative support to the team, along with Garnishes.

We are excited to have **Chris McCauley** as a new addition to our management team.

We are also excited to be working with Aerie Café, Kinetic Kafe, Eagle SNAX, and Concessions once again - just like the good 'ole days!

We wish **Ambrose Wagner** the best of luck and he moves from Subway to Brockway full-time. We appreciate the work you did and you will be missed!

Welcome New BASC Employees

Since the last *News & Views* issue in April, there have been new additions to the BASC team. Please make sure to give these people a nice warm welcome:

• **Zachery Burchfield** -

Harrison

- **Willie Gooding** - Harrison
- **Curtis Newton** - Harrison
- **Nathan DiFlorio** - Harrison

- **Heather Henry** - TRAX
- **Mony Tauch** - TRAX

NEWS & VIEWS

Corporate Calendar & Ways To Get Involved!

There are lots of ways for employees to get involved this fall with training and fun. Make sure you pick up your BASC fall semester calendar so you won't forget the dates! Here are some highlights:

On September 11, employees may wear red, white, and blue in memory of September 11, 2001.

The campus will celebrate Spirit Week the week of September 28 leading up to Homecoming weekend. Stay tuned for details on how you can participate. BASC will be supporting breast

cancer awareness on October 16. Employees may wear pink, including previous Think Pink shirts, and jeans.

BASC will be having a new employee orientation on October 20.

In November BASC will again be participating in the Presents for Residents gift drive for Beikirch Nursing Home. More details about this program and how employees can get involved will be provided later in the semester.

Then for the month of December employees may wear ugly holiday

sweaters on December 9. As a company we will celebrate together with a BASC Holiday Party on December 19 at the Hickory Ridge Golf & Country Club. Stay tuned!

In January there are a variety of training dates to be aware of. January 5 - 7 will be ServSafe Training for those who have yet to be certified. January 11 there will be a safety and culinary training available to those interested. January 12 will be ServSafe recertification, followed by Connection Specialist training on January 13 - 14.

Dining Industry Involvement

This summer members of our dining team traveled to different conferences to expand their culinary horizons and see what ideas they could bring back to the campus and our team.

This past June, Chef Manager **Tyler Wallis** attended the National Chef Culinary Conference at UMass Amherst where the focus was on the future of foods and the power of the chef. Tyler learned about the major trends and changes in food service, including the possibilities that chefs today have on college campuses and universities that they didn't before. He also competed in a culinary challenge

with mystery ingredients!

Also this past June, Assistant Dining Director **Cathy Legacy** went to the NACUFS Planning Institute which was held in Austin, Minnesota at the Hormel Foods World Headquarters. This institute focused on the planning components of foodservice, with emphasis on strategic and business planning. Cathy also learned how to identify upcoming trends in higher education, trends on our campus, and within the food industry that would affect and determine our strategic planning here at BASC.

In July **Cathy Legacy** and Chef Man-

ager **Tricia Miller** went to the NACUFS Annual Conference in Indianapolis, Indiana. This conference was full of new dining trends and opportunities that could be brought to campuses. They attended seminars about catering, nutritional labeling, and diversity and inclusion to create a strong sense of community on campus. They learned how chefs are creating dishes that utilize all properties of the ingredients to be more sustainable. For example, using the stems from carrots as herbs or frying them for a crunchy garnish!

Condolences

Our thoughts and prayers go out to the following people as well as their family and friends:

Kevin Mosher for the loss of his grandmother in June.

Inge Klier-Hinkley for the loss of her step-daughter who passed away in July.



ARTISANWorks

BASC currently holds a membership at the ARTISANWorks located in downtown Rochester on Blossom Street. This membership allows BASC employees to receive a discount on the cost of admission. Simply state that you're a BASC employee at the door. You can learn more about ARTISANWorks at artisanworks.net.

NEWS & VIEWS

What's New in Dining

The Dining Services and Administrative teams have been working hard all summer to implement some changes that will continually improve our services. Here's some of what you can expect this fall:

First, some organizational changes include that in addition to their roles as Assistant Dining Service Directors, **Cathy Legacy** is also overseeing the Business Office, and **Richard Reynolds** is overseeing Maintenance. **Jermaine Toppin** has assumed a new position as Dining Operations Manager and will manage our company's safety program, become more involved in employee training, play a role in payroll, and provide some support for CBORD. With the closing of Fusion Grill at Kinetic Kafe, Manager **McAllister King** will assume responsibility for The Market along with Concessions, Eagle Snax, and Aerie Café in addition to The Square, Hartwell Cafe, and Jitterbugs Cafe. **Sarah Plain** has joined the Human Resource team full time as the Human Resources Assistant and Administrative Assistant **Patty Sorel** is now providing administrative support for both Catering and The Square.

Jitterbugs Cafe received a renovation this summer with all new counters and cabinetry, flooring, paint, tables and chairs, digital menu boards, and artwork. The menu has been enhanced to include FANS (Frozen All Natural Smoothies) milkshakes and coffee drinks, hot bistro sandwiches, combos, and more, while keeping many of our customer favorites, including Java Junction coffee. After the finishing touches are complete, it's anticipated that Jitterbugs will have a soft opening in August.

Many of our dining locations were refreshed with deep cleaning, fresh paint, artwork and updated menu boards and signage. TRAX received a

fresh coat of paint in the dining area along with new-to-them tables and chairs (the furniture from Jitterbugs received a new life in TRAX). Brockway's kitchen was repainted and tile floors were professionally cleaned. New furniture and artwork have freshened up Harrison's lobby. Hartwell Cafe has some new menu boards that look and function great!

New hydration stations have been installed in the lobbies of Harrison and Brockway that will enable easy water bottle filling and eliminate the need for customers to fill up in the dining halls.

Assistant Dining Service Director and Executive Chef **Richard Reynolds** has been working with the Harrison management team to develop a new concept called Sante, which means "health" in French. This new station in Harrison Dining Hall will provide a one-stop-shop for students looking for made without gluten items. It will also offer a variety of vegan options and will serve as a great overall source for healthy and wholesome choices.

Our Dining Management Team let their creative juices flow when planning this year's event and promotion schedule. Each team brainstormed and presented their best ideas at an all day planning session in June at ARTISANWorks in Rochester. There were more great ideas than we had slots to fill, so needless to say, we have an exciting calendar for the year ahead.

Some of our new events and promotions include Mobsters & Lobsters, 80's Glow Party, and Bon Voyage dinners in the dining halls, a Farm

to Table themed Thanksgiving across all dining units, Football Withdrawal Specials at TRAX, and celebrations for National Cookie Day, Tater Tot Day, and Grilled Cheese Day in many of our retail locations. Traditional favorites like Customer Appreciation Week, Winter Wonderland Dinner, Chocolate Fantasy, Food Fair, Best of the Best Chefs Competition, and Garnishes' Administrative Professional's and Boss's Day Luncheons have also been scheduled. All of these events and more are included on the BASC Employee Calendar so that everyone is in the know about what's happening across Dining Services.

Dining Services is also offering a couple of new programs for customers this year. The first, is a Reusable Mug Program. Customers will receive 20% off their beverage purchase in our retail locations when using our special Brockport "B" 16 oz. travel mug. First-year residents are receiving this mug as part of their meal plan this year. All others may purchase a mug for \$5 in any of the participating locations or the Business Office. The second program is a new Beverage Loyalty Card. This card may be used in all retail locations for both coffee and specialty drinks (including FANS) and will replace all previous loyalty cards. Customers can earn \$1 off their next purchase after filling the card with punches.



Event Planning Session at ARTISANWorks

As you can tell, a lot has been happening since May. We're looking forward to our student customers returning in August and the great year we have planned ahead!

Dining Services Safety

Spotlight

A message from Safety Team Leader Jermaine Toppin

Welcome back to school after what we hope was a wonderful and exciting summer break spent with family and friends. While we are in a new academic year, our commitment to your safety remains the same - a top priority.

Our safety goals for 2015-16 for all of Dining Services are simple - keep one another safe. We will do this in a number of ways. First through increased communication and focus, we will emphasize the prevention of:

- Burns
- Cuts and lacerations
- Slips, trips, and falls

Each month will focus on ways to prevent these types of injuries with posters in each unit, tips in the BASC Weekly, and reminders at the Daily Line Up meetings. These three types of accidents are the kinds that we have the most control over, and with focus and attention we can minimize the number of occurrences of each.

Second, we are enhancing our training program around safety. In addition to specific training for student employees, we are working on rolling out a Safety Training Workshop for full

time and part time employees in the spring semester. BASC is seeking team members who are interested in boosting their “safety sense” to keep themselves and others safe at work. There will be a paid four-hour training session on January 11 with additional meetings throughout the spring semester. Attendees can expect to learn about:

- Developing a Safety Sense
- Preventing Cuts
- Ways to Decrease Slips & Fall
- Burn Prevention
- Fire Prevention
- Protecting Self from Back Injury
- Identification of Potential Hazards
- Keeping Operations Safe During Bad Weather
- Robbery Education
- Providing a Safe Place For Our Guests

Please share your interest in being a participant with your supervisor.

Finally, we will continue to utilize our Safety Team to help us continually

improve safety in the workplace by reviewing operating practices and making recommendations. Safety Team members include:

Team Advisor – Ken Bonczyk,
Team Leader– Jermaine Toppin
Brockway - Michele Brown
Catering/The Square - Patty Sorel
Harrison - Lloyd McCauley
Human Resources - Char Charles
Maintenance - Steve Osborne
The Square - Larry Hueser
TRAX - Sonya Moyer

Feel free to talk with any member of the Safety Team if you have ideas or recommendations for improving workplace safety.

As a reminder, team members can get “Caught in the Act of Caring” about safety in a number of ways. Consider offering a tip or suggestion to improve safety in your unit.

Remember - safety doesn't happen by accident!

NEWS & VIEWS

End-of-the-Year Gathering



Happy Birthday!



The following employees will celebrate a birthday this fall:

September

Joanne Jordain	Cynthia Hoffmeier
Sonya Moyer	Yurong Zhang
Mijana Coric	Linda Eichas
Kelly Pratt	Will Kilburn
Linda Marshall	Patty Rowley
Kathy Pharoah	Christine Passarell
Adam Hughes	Jennifer Knox
Nicole Edwards	Elizabeth Morrow
Frank Smith	Tyler Wallis

October

Kevin Landahl	Amanda Catherwood
Kevin Derrane	Michael Ellinwood
Jacob Domes	Mark Gardner
McAllister King	Sharon Woodley
Lynea D'Aprix	Debbie Rockow
Ken Bonczyk	Alexander Singletary
Denise Phillips	Geremy Rheinwald
Brianne Lynn	Ambrose Wagner
April Benson	Stephan Castelli
Kevin Murdock	Wendy Applegate
Carmen Lorenzo	

November

Diane Jenks	Steve Hagadorn
Desta Walker	Dennis Iannone
Michele Brown	Joan Grossman
Sharon Porter	Marianne Torres
Steve Osborne	Channon Stratton
Alyssa Vogel	Fran Menendez
Payge Carlin	Kathleen Field
Brittany Wekenmann	

Contribute to N & V's

Email your items to kelly.bodine@basc1.org. You can also drop them in the *News & Views* envelope located in your unit. The next *News & Views* deadline is **October 30, 2015**. The *News & Views* is also available at www.basc1.org (select the employees link.)

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